STAYING CONNECTED GRANT PROGRAM APPLICATION

Rhode Island Office of Library and Information Services, July 2004

Training, Technical Support and Computer Replacement Summaries

TRAINING: The Rhode Island Office of Library and Information Services (OLIS) requests $40,400 to provide additional public access computer training for all RI public libraries, in particular to target the needs of libraries in low-income areas.

HARDWARE UPGRADES/REPLACEMENTS: OLIS requests $30,000 to provide replacements of outdated public access computers with Gates public access models (Gateway) in 6 public libraries in areas identified as having persistent poverty.

TECHNICAL SUPPORT: OLIS requests $4,000 to provide technical support to 6 public libraries for the purpose of increasing their ability to provide effective technology for the use of their patrons and for assisting all the public libraries in RI to configure one of their public access computers for easy multi-language Office access.

Needs of Rhode Island Public Libraries

Rhode Island is a culturally and ethnically diverse state.

Rhode Island has the highest concentration in New England of people who do not speak English at home - some 20 percent of the population, compared to 19 percent in MA, 18 percent in CT, 8 percent in NH and ME, and 6 percent in VT. Rhode Island has New England's highest proportion of people living below the federal poverty level, with about 9 percent of Rhode Islanders falling into that category, compared to 8 percent in ME, 7 percent in MA, 6 percent in CT and VT, and 4 percent in NH. (*The Providence Journal*).

- According to the 2000 U.S. Census total Hispanic population has almost doubled since 1990 and concurrence of non-English speaking residents and high poverty areas is striking. Libraries need help to adequately address this need. While numerous approaches may be needed to alleviate this situation, one way libraries can help is to provide and promote easy access and training on computer use and the world of online information. Staff training is required as well as patron training in order for this to be successful.

- The second major need in RI libraries is staff that are technologically proficient and able to share their skills and expertise with library users. RI libraries are fortunate to receive assistance on broadband costs from an agreement that grew out of a settlement between the Public Utilities Commission and Verizon. Similarly, RI libraries have received considerable funding from the Champlin Foundations (cited as matching funds) for equipment. The Gates Foundation grants are the only resource that supports the much-needed training – the third component essential to maximizing the benefits of library technology in RI.

The needs of RI public libraries and their patrons and the role of OLIS were studied extensively in the last 3 years through focus groups, public meetings, surveys and the evaluation of OLIS' 1998-2002 LSTA Five-Year Plan for Rhode Island for the Institute of Museum and Library Services (IMLS). Some of the conclusions are presented below:

- Some libraries are still expecting severe budget cuts including cutting staff.

- Public libraries have reiterated their need for continuous staff training through Gates surveys and OLIS surveys in addition to the positive response to and attendance at current classes.

- Staff in public libraries is unable to update current computers in a timely manner due to lack of both time and widespread technical expertise.

- There is little outreach from public libraries to Hispanic communities and those speaking other languages throughout the state.

- While many of the public libraries are providing some public access computer training to the public there are currently no classes taught in the Spanish language.

- Hispanic community leaders contacted on a statewide basis in the last six months by OLIS indicated fervent support for computer training programs in Spanish through the libraries. Contact was initiated through the Governor's Office Community Relations Director as part of the Gates Foundation Training Grant.

Plans for Implementing the Staying Connected Grant

OLIS has continued its training emphasis from the previous Gates grant in cooperation with other public libraries (the Providence Public Library in particular) by providing computer-training courses to library staff on a variety of Microsoft programs.

- OLIS proposes to continue to add courses and topics, particularly in the area of public access computing and computer literacy for non-English speaking individuals.

- Trainers will continue to be recruited from both in and out of state, e.g., from National organizations such as Reforma and from other state library agencies in New England.

- Through a statewide program using the Providence Gates Training Lab and other computer labs in public libraries, OLIS proposes to provide trainers and courses to meet the needs of the library staff and library users.

- The public libraries have not dedicated public access computers to multilingual needs of their patrons. OLIS proposes to purchase Gates model public access computers for

previous Gates grant libraries to meet their needs for more computers and computers dedicated to multilingual use.

Sustainability

The targeting of the underserved, development of training programs, and the support of state-of-the-art technology in libraries are key elements of RI's Bill and Melinda Gates Foundation grant. Programs are consistent with the long-term plans of OLIS, and will ensure sustainability. Excerpts below[1] from OLIS's LSTA Plan for 2003-2008, approved by the federal Institute of Museum and Library Services (IMLS), document the strategies that will help maintain and continue the progress made in the past several years.

Funding and support will be made available to continue the effort for up-to-date pubic access computing for the Rhode Island public libraries that qualified for Gates Grants.

The Office of Library and Information Services and the Division of Information Technology staff will provide technical support to public libraries.

OLIS will budget LSTA funds for continued training in use of public access computers and programs.

OLIS is committed to continue the above efforts through its continuing education programs, and anticipates that the Champlin Foundations will continue to support technology needs of public libraries as it has in the past.

[1]The following are sections of the Rhode Island LSTA Plan for 2003-2008 that reiterate LSTA and Rhode Island priorities:

> *GOAL I. Provide library services to the underserved.*
> *LSTA Priorities (1, 4-6) addressed:*
> *(1) expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages*
> *(4) developing public and private partnerships with other agencies and community-based organizations*
> *(5) targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills; and*
> *(6) targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children...*
>
> *OBJECTIVE B: Support libraries in their efforts to collaborate and cooperate with other agencies in providing literacy, information literacy and adult education programs for their residents.*

Needs Addressed: Libraries indicate a need for more public access computers with more software, more training for the public and librarians in information literacy, a need to increase foreign language skills in library staff and a need for foreign language materials. Cooperation and collaboration between and among school libraries, public libraries and academic libraries to provide instruction and training in 10 progressive steps are considerations. Collaboration and cooperation with other agencies remains a vital component.

GOAL II. Collaboration/Cooperation of a multi-type nature, including public, academic, school, and special libraries, museums, and archives
LSTA Priorities (1-4) addressed:
(1) expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages
(2) developing library services that provide all users access to information through local, State, regional, national, and international electronic networks
(3) providing electronic and other linkages among and between all types of libraries
(4) developing public and private partnerships with other agencies and community-based organizations

Needs Addressed:
Libraries need to address the digital divide through provision of electronic information and educational services to individuals who do not have access to computers at home or school. Individuals with low income, low educational attainment and language barriers would benefit from access to libraries and their services to make themselves competitive in this increasingly technological society as well as to use them to access basic services. Ensuring the interconnectivity of systems as well as providing the broadest spectrum of information available is a benefit to all. Library staff need training and support in order to provide the best services to their clientele. OLIS focus groups and open meetings findings support the importance of provision of these services.

OBJECTIVE A. Create a digital information environment for RI residents, students, and businesses to ensure access to a core set of information resources.

Objective B. Maintain and extend effective library and information services for users by providing library staff with training and support.

5. Investigate and use new methods of providing education and training in collaboration with other agencies/organizations (2003-2007)
6. Investigate and promote a cooperative educational program among RI colleges, universities, schools and libraries (2005-2007)

Action Plans for 2005-2007
In addition to the objectives and steps outlined above, OLIS plans to use the Staying Connected Grant to carry out the following:

Publicity and Awareness
- OLIS will inform all libraries in the state of the opportunities available through the Staying Connected Grants through our online Continuing Education Calendar, notices on the LORI homepage, email and flyers through the statewide library delivery system.
- OLIS will inform the Hispanic community of opportunities through our contacts with the Hispanic community leadership using flyers placed in churches, local markets, schools and public libraries, through Hispanic radio station interviews and contacts with other cultural organizations in the state.

Implementation of the Grant Funding Programs
- **Hardware Replacement and Upgrade**
  OLIS will coordinate the upgrading and replacement of public access computers in 6 public libraries with Gates model Gateways. One new public access computer in each library will be designated for multi-language profile with clear and inviting signage to encourage its usage.

- **Training**
  In conjunction with existing OLIS CE programs, the Staying Connected Grant will be used for training courses on use of Gates model profiles and skills needed to serve the public, including the non-English speaking patron. OLIS staff are working with a part-time bilingual teacher to establish bilingual public access computer training curricula and programs in public libraries.

- **Technical Support**
  OLIS and Division of Information Technology (IT or DOIT) staff will assist public libraries in setting up new equipment and in installation of software programs in a timely manner. OLIS and IT staff will troubleshoot any technical difficulties experienced by libraries in maintaining the Gates machines and in providing the Spanish language profile.

OLIS will:
- Use the "Colorado State Library: Bridging the Digital Divide" video (funded by the Gates Foundation) as part of OLIS' training for librarians. Curricula developed at the Colorado State Library and other libraries found through WebJunction will be used as the basis for Spanish language courses in Rhode Island.
- Coordinate and hold training courses for public librarians specifically on use of Gates model profiles (especially Spanish profile).
- Coordinate and hold training courses to train trainers in use of the Gates public access computers and their programs (especially Spanish language speakers).
- Coordinate and hold bilingual training courses in the Gates Training Lab for non-English speakers on Gates profiles and software topics.

- Offer bilingual training courses in other library computer labs to train non-English speakers on Gates profiles and software topics.
- Conduct evaluation surveys to all participants to assess the quality and quantity of the training and future needs.
- Share the RI experience through WebJunction.

Anticipated Outcomes
- Participants will acquire sufficient technical and personal skill to serve Spanish-speaking patrons.
- Non-English speakers will find and use with ease the multi-language profiles in the public library.
- Participants will be confident in handling PC troubleshooting and in providing assistance in using software packages available on the Gates computers.
- Community and literacy organizations in various areas of the state will have knowledge of useful resources available in public libraries near them.
- Staff and patrons in participating libraries will experience a more secure and improved computer system in the public access computing area.
- Staff in participating libraries will learn basic Spanish language skills needed for serving Spanish speakers.

How Will We Determine if these Outcomes have been Achieved
- Number of questions/report of computer downtime in the "CLAN Library Information Technology Forum."
- Number of public librarians trained in using Gates model profiles.
- Number of individuals trained to train others in use of Gates model public access computers.
- Number of courses held and evaluations tabulated.
- Number of evaluations with satisfied results returned.
- Number of bilingual courses held.
- Number of patrons using the designated multi-language profile computer in the library.
- Number of patrons referred to the libraries to use Gates computers by other literacy or humanitarian organizations.

BUDGET OF PROPOSED EXPENSES

- **21 Gates model Gateway computers @ $1397 each = $ 30,000 approx.**

GW Quote #: 04083378-2
Quote Date: 04/08/04 15:54 CDT

E-4100-C
System Quote

Part Number: 1007989
Operating System: Microsoft® Windows® XP Professional
AntiVirus Software: Norton AntiVirus 90 day Introductory Offer
Processor: Intel® Pentium® 4 Proc 2.8GHz w/ Hyper-Threading Technology and 800MHz FSB
Chipset: Intel® 865G chipset
Memory: 512MB PC2700 333MHz DDR SDRAM dual-channel (expandable to 4096MB)
Hard Drive: 80GB Ultra ATA100 7200rpm hard drive
Controller Card: Integrated ultra ATA100 and serial ATA150 controllers
Floppy Drive: 3.5" 1.44MB diskette drive
Optical Drive: 16x DVD-ROM drive
Case: 6-bay mid-tower case w/ front audio ports and 180-watt power supply
Expansion Slots: In 6-bay mid-tower case: 3 PCI and 1 AGP
External Ports: (8) USB 2.0 (2 in front and 6 in back), (1) Serial, (1) Parallel, (2) PS/2, (1) RJ-45 Integrated LAN, (1) VGA, (1) Microphone, front audio ports
Certification: Energy Star Compliant
Monitor: 17" LCD flat panel display (17" viewable)
Video: Integrated Intel® Extreme Graphics 2 with up to 64MB dynamic video memory
Keyboard: 104+ Keyboard
Mouse: Logitech USB Optical Wheel Mouse and Gateway Mouse Pad
Sound System: Integrated Sound Blaster compatible audio
Speakers: External speakers not selected
Network Adapter: Integrated Intel® 10/100/1000 Ethernet (Gigabit) adapter
Extended Service Plan Including Limited Warranty: Desktop Value Plus Service Plan -- 4 year part/labor/on-site/4 year technical support
LANDesk Software: Intel® LANDesk Client Manager Software v6.3
CIS:
Centurion Drive Lock
Configuration Tool

Configured Price: US $1,337.00
Shipping and Handling: 84 Lowest Cost (3-5 Days) -- US $60.00
Total Price: US $1,397.00

- **Public libraries will be provided with additional technical support by OLIS and DOIT @ $ 54.00 per hour (staff members have had some Gates Foundation training) = $4000**

- **$40,400 for courses for library staff and Spanish-speakers [part-time bilingual instructors will be used]. Additional courses will be added on request of participants through the survey conducted in 2004 [http://www.lori.ri.gov/grants/gates/training/survresults.php] and evaluations collected during the sessions.**

Courses for Library Staff (repeated throughout the 3 years with added courses as needed) for staff of all public libraries:

- Outreach to Spanish Speakers
- Spanish for Librarians
- Using the Gates Spanish profile on public access computers
- Training patrons in use of the Gates profile on public access computers
- Train the Trainer "Teaching Computer Skills to Spanish Speakers"
- Train the Trainer in "Teaching use of Microsoft Office products"
- Computer and Internet Resources for Different Age Groups
- Introduction, Intermediate and Advanced Dreamweaver for Library Webmasters

Courses for Spanish-speaking people in the communities (repeated throughout the 3 years with added courses as needed):
- Introduction to the computer
- Introduction to the Gates public access computer-Spanish profile
- Introduction to Microsoft Word (Part 1)
- Introduction to Microsoft Word (Part 2)
- Introduction to Excel
- Introduction to PowerPoint